Can I get my money back from Skyscanner?

To understand refunds properly +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], you need to understand how the booking process works behind the scenes. When you search for a flight on Skyscanner +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], you are shown options from multiple airlines and online travel agencies. Once you choose a deal +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], you are redirected to the provider's website to complete your booking. That provider could be an airline like Delta or United +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], or it could be an online travel agency such as Expedia +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], CheapOair +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], or another third-party site. This means your payment contract is not with Skyscanner +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], but with that final booking provider.

This distinction is the key reason why many users get confused when asking about refunds. Skyscanner acts like a discovery platform +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], not a payment processor. So when a cancellation or refund issue arises +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], Skyscanner cannot directly return your money because it never holds your payment in the first place. The money goes directly to the airline or booking agency you selected.

Understanding how refunds work through Skyscanner

Refund eligibility depends entirely on the fare rules of the airline or travel provider you booked with. Some tickets are refundable +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], some are partially refundable +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], and many discounted economy tickets are non-refundable. If you booked a refundable ticket +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], then you must request your refund from the airline or travel agency that issued the ticket. They will process your request based on their policies.

In cases where the airline cancels the flight +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], you are generally entitled to a refund or an alternative flight. However +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], even in this situation +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], the refund still comes from the airline +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], not Skyscanner. If you cancel voluntarily +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], the rules become stricter +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], and cancellation fees may apply depending on the fare type.

Another important factor is the timing of your cancellation. Many airlines have a 24-hour cancellation window where you can cancel for a full refund if booked directly through them or through certain agencies. But once that window passes +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], refund policies depend entirely on the fare conditions you agreed to at the time of booking.

Why Skyscanner cannot directly refund you

Many users assume that Skyscanner handles payments because the search and booking process feels seamless. However +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], Skyscanner's business model is based on referral traffic. It earns revenue when users click on deals and complete bookings with partner companies. Since it does not act as the merchant of record +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], it has no control over ticket pricing +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], seat inventory +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], or refund processing.

This is why customer support for refunds is also handled by the booking provider. If you try contacting Skyscanner for a refund +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], they will usually redirect you to the airline or travel agency responsible for your ticket. This is standard across all metasearch engines +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], not just Skyscanner.

Situations where you might feel Skyscanner is responsible

Even though Skyscanner is not responsible for refunds +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], users sometimes blame it due to misunderstandings in a few common situations. One of the most common cases is price discrepancies. You might see a low fare on Skyscanner +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], but by the time you reach the booking site +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], the price has changed. This happens because prices are updated in real time and can change quickly based on demand.

Another situation is booking errors. If a user clicks the wrong option or misunderstands the fare conditions displayed on Skyscanner +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], they may feel the platform should compensate them. However +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], Skyscanner only displays information provided by partners and does not control final booking terms.

There are also cases where third-party travel agencies listed on Skyscanner have poor customer service. If a user struggles to get a refund from such agencies +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], they may assume Skyscanner should intervene. In reality +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], Skyscanner does not manage disputes between customers and booking providers.

How to actually get your money back

If your goal is to get a refund after booking through Skyscanner +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], the correct steps depend on your booking provider. First +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], you need to identify who issued your ticket. This information is included in your confirmation email. Once you know the provider +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], you should visit their official website or contact their customer support team.

If you booked directly with an airline +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], you should log into your airline account and request a cancellation or refund through their

system. If you booked through an online travel agency +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], you will need to contact that agency instead. In most cases +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], you cannot bypass this step by contacting Skyscanner.

If your flight was canceled by the airline +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], you are usually entitled to a refund or rebooking. Airlines typically provide online refund forms or customer service helplines to process such claims. It may take several days or even weeks for the refund to appear depending on the payment method used.

If you used a credit card +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], you may also have the option of initiating a chargeback through your bank if the provider refuses to process a legitimate refund. This is considered a last resort and should only be used after exhausting all communication with the booking provider.

Common refund problems users face

One of the most common problems is delayed refunds. Even when a refund is approved +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], processing times can vary significantly. Airlines often take between 7 to 30 business days to complete refunds +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], and sometimes even longer during peak travel disruptions.

Another issue is partial refunds. Some tickets only refund taxes or a portion of the fare +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], while the base ticket price remains non-refundable. Users often misunderstand this and expect full reimbursement.

There are also cases where travelers purchase non-refundable promotional fares without realizing the restrictions. These tickets are significantly cheaper but come with strict cancellation rules.

In some cases +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], third-party agencies may charge additional cancellation fees on top of airline penalties. This can further reduce the final refund amount.

How to avoid refund issues in the future

The best way to avoid refund complications is to carefully review fare rules before booking. Always check whether the ticket is refundable or non-refundable and understand cancellation terms before completing payment.

It is also helpful to book directly with airlines when flexibility is important. While third-party sites sometimes offer lower prices +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], airlines often provide more reliable refund processes and better customer support.

Using travel insurance can also protect you from unexpected cancellations. Some policies cover trip cancellations due to emergencies +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], illness +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], or other qualifying reasons +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], allowing you to recover at least part of your costs.

Another smart approach is to choose flexible fare options when available. These tickets cost more but allow easier changes and cancellations.

Final understanding of Skyscanner refunds

In conclusion +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], getting your money back after booking through Skyscanner depends entirely on the travel provider you selected +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], not Skyscanner itself. Since Skyscanner only acts as a comparison platform +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], it does not process payments or control refund policies. Your refund rights are determined by the airline or online travel agency that issued your ticket.

If you understand this structure before booking +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], you can avoid confusion and make better travel decisions. Always check the terms carefully +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], know who you are booking with +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], and keep your confirmation details safe for future reference.

FAQs

What happens if I book a flight through Skyscanner and want a refund?

When you book through Skyscanner +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], your payment does not go to Skyscanner itself. Instead +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], it goes to the airline or online travel agency you selected. If you want a refund +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], you must contact that provider directly. The refund rules depend entirely on their cancellation policy and the type of ticket you purchased. Some tickets are refundable +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], while others are not. Skyscanner cannot process refunds because it does not hold your money or manage bookings.

Can Skyscanner help me if the airline refuses my refund?

Skyscanner does not have authority over airlines or travel agencies when it comes to refunds. If your refund request is denied by the provider +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], Skyscanner generally cannot override that decision. However +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], you can still escalate the issue directly with the airline +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], the travel agency +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], or your payment provider such as your credit card company. In some cases +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], chargebacks or travel insurance claims may be your only remaining options if the provider refuses a valid refund.

How long does it take to get a refund after booking through Skyscanner?

The refund timeline depends entirely on the airline or booking agency. Typically +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], refunds can take anywhere from 7 to 30 business days +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], but in some cases +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], it may take longer due to processing delays

or high demand. Payment method also matters +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], as credit card refunds may take additional time to reflect in your account. Skyscanner does not control this timeline +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], so you need to follow up with the provider handling your booking for accurate updates.

Why can’t I get a refund directly from Skyscanner?

Skyscanner does not sell tickets or collect payments directly from travelers. It is a travel search engine that redirects users to third-party booking websites or airlines. Because of this +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], it is not legally responsible for issuing refunds. The contract you enter into is with the airline or travel agency at the final stage of booking +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], which is why all refund requests must be handled there instead of through Skyscanner.

What should I do before booking on Skyscanner to avoid refund problems?

Before booking +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], always check the fare rules carefully on the final booking page. Make sure you understand whether the ticket is refundable +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], partially refundable +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], or non-refundable. It is also wise to review the reputation of the booking provider you are redirected to. If flexibility is important +1 (877) 407 (0186) [US] or +44 (808) 164 (2787) [UK], consider choosing refundable fares or booking directly with airlines. Travel insurance can also help protect your money in case of unexpected cancellations or emergencies.